



Powering the World of Business Interaction



The Ultimate Buzz in Unified Communications

Communité Version 2.2
User Guide

Communauté User Guide

Version 2.2

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Communité Version Statement

This document describes Communité features that may not be available in your product version. This Communité version is based on the IC platform, and others may be developed:

Communité for Exchange 2000 is an all Microsoft® version of Communité that makes use of the Microsoft.NET technologies including Windows® 2000, Active Directory™, Exchange 2000, and SQL Server 2000.

How do I know if I have a documented feature?

If a feature is not selectable from email, phone, web browser, or personal digital assistant (PDA), then this feature is not available in your version.

If you have questions about feature availability, contact your vendor regarding the feature set available in your version of this product.

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Introduction

Communité is a comprehensive, large-scale solution for unified communications, allowing users to retrieve email, voicemail, and faxes through an email client (e.g., Microsoft Outlook) or a touch-tone phone. Advanced features include Follow Me, presence management, call screening, rule-based call routing, and message notification.

As a Communité user, you can customize the system to meet your specific needs by creating rules to handle telephone calls, faxes, and voice messages.

You can set rules based on certain conditions such, as the originating phone number, time of day, or your availability status.

For example, you can create a “spouse” rule for calls that come from your home telephone number. You can configure this rule to use Follow Me, which will call you on your cell phone first and then dial any other phone numbers you define in your Personal Numbers.

Each rule can have its own set of actions that Communité processes, such as sending a call to voicemail, forwarding a call to another number, or even playing back a custom message using text-to-speech (TTS) to the caller.

A key feature of Communité is the telephone user interface (TUI). The interface lets you dial in and retrieve messages from any touchtone phone (see the Communité Quick Reference Guide).

You can use the telephone to play back voicemail messages, listen to email (using text-to-speech), and forward faxes to a nearby fax machine.

You may also have access to Communité through your email system and/or the Communité Personal Settings web component. Ask your administrator if these features are available to you.

In this guide, each Communité feature is described in detail as you step through the Communité menus, prompts, and options. You will also learn commands and shortcuts available to you as you navigate through the system.

All Communité users have access to the telephone user interface; therefore, we describe these access methods first. If available, we describe the Communité Personal Settings web component, which you can access from the Communité icon in the Outlook bar of your Inbox.

User tutorial

Before you use Communité, you must first set up your mailbox by phone. Communité provides a user tutorial to help you set it up.

This tutorial steps you through recording your name and personal greeting, and in setting up a passcode. If you don't record a name prompt, the text to speech engine plays your name back to the caller. These steps outline the tutorial:

- 1 Access your mailbox:
 - Dial the voicemail system number.
 - Enter your mailbox number and passcode.
 - Enter # to complete the access code.



Communité plays a prompt, welcoming you to the tutorial.

- 2 Communité prompts you to change your passcode. You must enter the passcode a second time for verification. Use a passcode only you know. A valid passcode is 1 to 10 characters.



After you set your passcode, you can change it at any time from your mailbox menu by pressing 5, then 5, and 3.

If you forget your passcode, your administrator can reset it. After a certain number of unsuccessful login attempts, Communité may lock your mailbox until your administrator unlocks it.

- 3 Next, Communité asks you to record your name prompt. This recording plays when callers dial your extension through Communité, or forward a message to your mailbox.



You can listen or change your recorded name at any time from your mailbox menu by pressing 5, then 4.

- 4 Finally, Communité asks you to record a personalized greeting, which callers hear when you are unavailable to accept calls.



If you do not record a greeting, or if you deactivate it, Communité plays a standard system greeting.

Set up and access your Communité Mailbox

Before you can use Communité, you must first set up your mailbox by phone. Record your name, a personal greeting, and change your passcode from the default code assigned by your administrator.

To access your mailbox, dial the voicemail system number, enter your mailbox number, your passcode, and #. You can also access your mailbox by dialing your phone number, then entering *, your passcode, and #.

Use a passcode only you know. Your passcode tells the system who you are, and prevents others from accessing your messages. You can change your passcode later. A valid passcode is 1 to 10 characters.

Set up your mailbox

- ① Access your mailbox.
 - Dial the voicemail system number.
 - Enter your mailbox number and passcode.
 - Enter # to complete the access code.
- ② Change your passcode from the default passcode.
- ③ Record your name prompt and voicemail greeting.
- ④ Set up other personal options, such as a forward fax number, Follow Me, and notification options.
- ⑤ Hang up or disconnect when you change your passcode, record your name, and complete personal option setup.

Access your mailbox from inside your organization

- ① Dial the voicemail system number.
-
- ② When the system greets you, enter your mailbox number and passcode.
 - ③ Enter # to complete the access code.
Example: 8007 (voicemail system), 2222 (extension), passcode, and #.

Access your mailbox from outside your organization

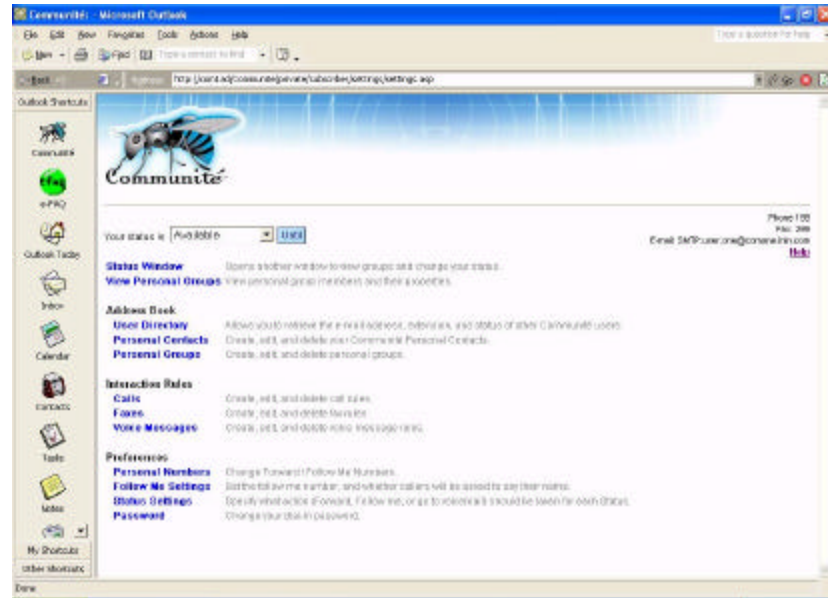
- ① Dial the voicemail system number.
-
- ② When the system greets you, enter the mailbox number and passcode.
 - ③ Enter # to complete the access code.
Example: 715-8007 (voicemail system), 2222 (extension), passcode, and #.

Access your mailbox through the computer

After you set up your mailbox by phone, you can also begin using the Communité Personal Settings web interface*. You can access the web interface after running the Communité Client components on your workstation.

To open the main page, with the Outlook bar turned on, click the bee on the upper left side of your Communité Inbox.

* Ask your administrator if this feature is available.



Access the Communité Personal Settings web interface from your workstation.

Manage Voice Messages

This section describes many features, including listening to, saving, forwarding, replying to, and deleting voicemail. You can access these voicemail features through your telephone, or from the Communité Personal Settings web page.

You can listen to voicemail through your computer’s speakers, or through a remote telephone number. If your telephone has a message waiting light, this light flashes to indicate you have new messages. This light will not stop flashing until you listen to all your messages. The system plays all new messages first, and then plays all saved messages.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Manage voicemail by telephone

On the Communité Main Menu, Manage Voice Messages is Option 1. The next options are Listen to New (1) or Saved (2) Messages.

Commands and features available at all times

At any time while the system is playing your messages, press these keys to perform the following:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind current message	5
Fast forward 6 seconds	6
Delete this message, play next	7
Play envelope information	8

Access your voice messages

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter # to complete the passcode.
- 4 Enter 1 to manage voicemail.
- 5 Press 1 to listen to new messages, or press 2 to listen to saved messages.

Save a voicemail message

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 1 while listening to the voicemail message or after the system finishes playing the message.

Delete a voicemail message

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 7 while listening to the voicemail message or after the system finished playing the message.

Forward a voicemail to a Communauté extension

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 2 to forward the message.
- 3 Enter the Communauté extension followed by #. You can enter multiple extensions each followed by #, and end the list with ##.

Forward a voicemail using dial by name

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 2 to forward the message.
- 3 Press 2 to dial by name.

Forward a voicemail and attach a voice comment

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 2 to forward the message.
- 3 Enter the extension, or dial by name.
- 4 Press 2 to record a voice comment and attach to the original voicemail.

Forward a voicemail and set the priority

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 2 to forward the message.
- 3 Enter the extension or dial by name.
- 4 Press 1 to accept.
- 5 Select the level of priority you wish to attach to this message:

High	1
Low	2
Normal	3

Forward a voicemail using dial by personal group

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 2 to forward the message.
- 3 Press 3 to dial by personal group.
- 4 Enter personal group # or name.
- 5 To dial by group name, press 2, and then enter the first 3 characters of your party's last name.

Forward a voicemail using dial by personal contact

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 2 to forward the message.
- 3 Press 4 to dial by personal contact.
- 4 Enter the first 3 characters of your party's last name.
- 5 Press 4 to dial by personal contact, and then enter the first 3 characters of your party's last name.

Skip to the next voicemail

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 3 to skip to the next voicemail.

Replay the voicemail

- ① Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- ② Press 4 to replay the current voicemail.

Reply to the voicemail sender

- ① Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- ② Press 5 to reply to the sender of this voicemail.
- ③ Press 1 to call back to the sender's number.

Reply to the voicemail using voicemail

- ① Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- ② Press 5 to reply to the sender of this voicemail.
- ③ Press 2 to reply to the sender using voicemail.
- ④ Record your message then press 1 for options. Your options are:

Send	1
Review	2
Rerecord	3

Reply to voicemail and listen to number again

- ① Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- ② Press 5 to reply to the sender of this voicemail.
- ③ Press 3 to listen to the sender's number again.

Reply to voicemail by calling a different number

- ① Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- ② Press 5 to reply to the sender of this voicemail.
- ③ Press 4 to call a different number.
- ④ Enter the number you wish to call.

Play text in the message body of the voicemail

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 6 to listen to the text portion of the voicemail message. The system cannot read graphics or attachments.

Delete current voicemail and play next message

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 7 to delete the current voicemail and begin playing the next message.

Delete current voicemail and all other voicemail messages with the same subject*

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 7 to delete the current voicemail.
- 3 Press 1 to delete all other voicemail messages with the same subject.

Delete current voicemail and all other voicemail messages addressed to the same recipient list*

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 7 to delete the current voicemail.
- 3 Press 2 to delete all other voicemail messages addressed to the same recipient list.

Play the envelope information

- 1 Access your mailbox, enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
- 2 Press 8 to play the envelope information of the current voicemail message.

* These options are silent and do not contain spoken prompts.

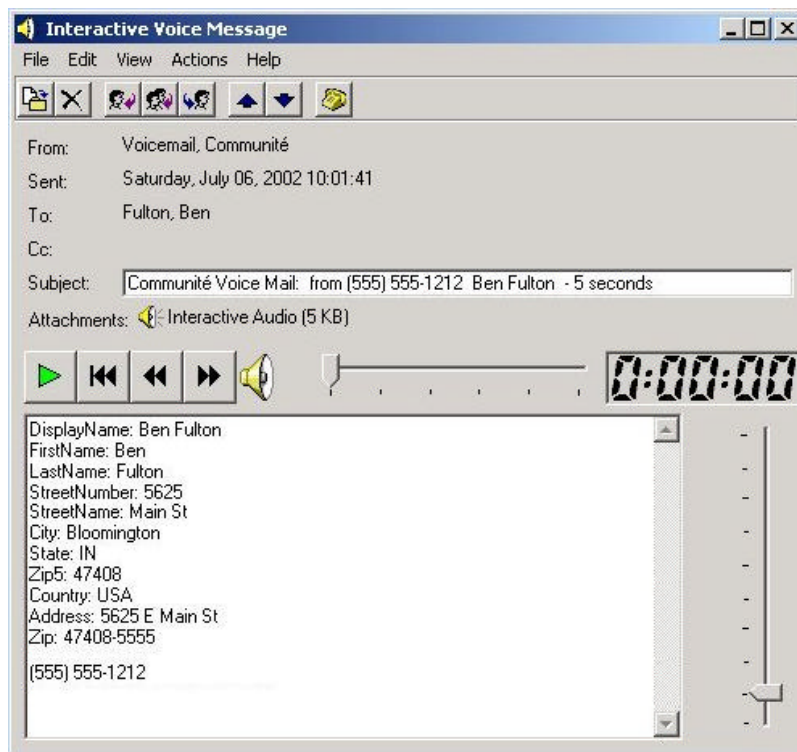
Manage voicemail from your Communité Inbox

If you have access to Communité through your email system and/or the Communité Personal Settings web component, you can manage voicemail from your computer. You can listen to the message with the computer's speakers.

A voicemail message appears in your Communité Inbox as an email attachment. Communité includes details about the message, such as the name, phone number, subject, length of the message, and the time sent.

Listen to voicemail messages through your Communité inbox

Open your desktop email client and double-click the voicemail message to open it. Use the action buttons on the voicemail form to listen to your message.



Open your voicemail message in your Communité Inbox and listen to your message from the voicemail form.

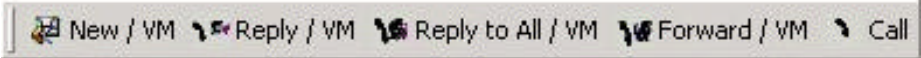
Voicemail Outlook Toolbar

A voicemail toolbar is included in Microsoft Outlook.

This toolbar allows you to create and send new voicemail messages. You can also add your own voicemail message when you reply to or forward voicemail messages. In addition, you can automatically place a call back to the person who left you a voicemail message.

The following illustration and table show the Voicemail Outlook toolbar, and a description of each button.

For more information on using the Voicemail Outlook Toolbar, see the Interactive Voice Message online help.

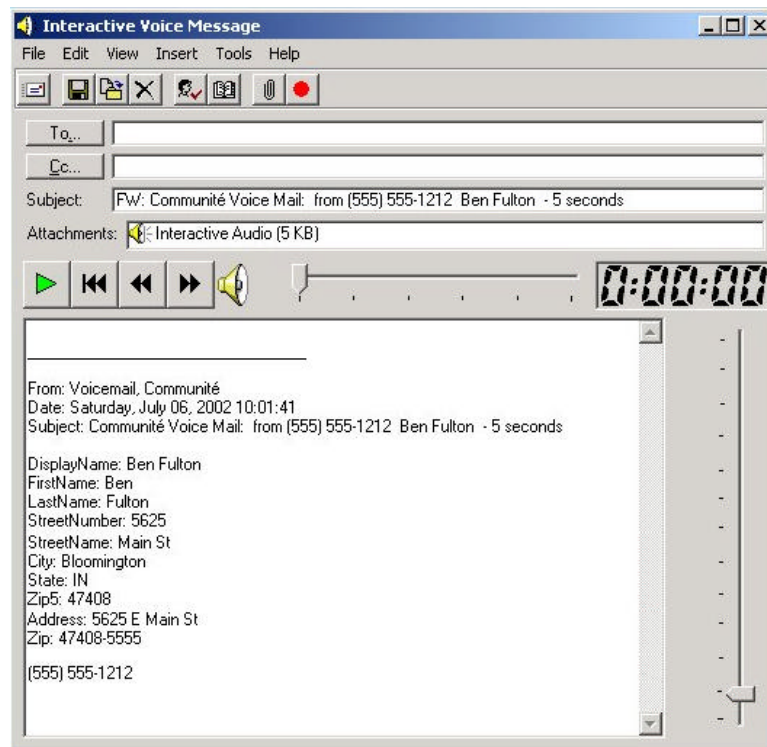


Voicemail Outlook Toolbar

Button	Description
New/VM	The New Voicemail Message button opens the Interactive Voice Message window, where you can record a new voicemail message.
Reply/VM	The Reply to voicemail with voicemail button opens the Interactive Voice Message window, where you can create and attach a text message or record and attach a voice message to send to the voicemail originator.
Reply to All/VM	The Reply to all with voicemail button opens the Interactive Voice Message window, where you can create and attach a text message or record and attach a voice message to send to all parties who received the original voicemail message.
Forward/VM	The Forward voicemail and add a voicemail message button opens the Interactive Voice Message window, where you can create and attach a text message or record and attach a voice message to send to the another recipient.
Call	The Call button allows you to place a return telephone call to the person who sent you the message.

Forward voicemail to other email recipients

- 1 Open your desktop email client and double-click the voicemail message to open it.
- 2 Click the Forward button to open the email form. The email form attaches the voicemail to the message as shown at right.
- 3 Enter the recipients' names.
- 4 Click Send.



You can forward your voicemail messages to email recipients.

Reply to the voice message

- 1 Open your desktop email client and double-click the voicemail message to open the message.
- 2 From the menu, choose Actions and Reply.
- 3 Change the To: field to reflect the recipient's email address. The email form attaches the voicemail to the message.
- 4 Type your message to the recipient.
- 5 Click Send.

Attach a file to the voicemail message

- 1 Open your desktop email client and double-click the voicemail message to open the message. Or on the Voicemail Outlook toolbar, click the New / VM, Reply / VM, Reply to All / VM, or Forward / VM button.
- 2 In the To:, Cc:, and Bcc: fields, add or edit the recipient names.
- 3 Click the attachment button or open the Insert menu and choose Attachment.
- 4 Navigate to the file you want to send, and click the OK button.
- 5 Click Send.

Manage Faxes

This section describes many fax management features including receiving, saving, forwarding, and deleting faxes. You can access these fax features from your telephone, or from the Communité Personal Settings web page.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Manage faxes by telephone

On the Communité Main Menu, Manage Faxes is Option 2. The next options are Receive New (1) or Saved (2) Faxes.

Commands and features available at all times

At any time while the system is playing your messages back, you press these keys to perform the following commands:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind current message	5
Fast forward 6 seconds	6
Delete this message, play next	7
Play envelope information	8

Access your faxes

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter # to complete the passcode.
- 4 Enter 2 to manage faxes.
- 5 Press 1 to listen to new faxes, or press 2 to listen to saved faxes.

Save a fax

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 1 to save a fax.

Delete a fax

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 7 to delete a fax.

Forward a fax to an extension

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 2 to forward the fax.
- 3 Enter the Communité extension followed by #. You can enter multiple extensions each followed by #, and end the list with ##.

Forward a fax using dial by name

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 2 to forward the fax.
- 3 Press 2 to dial by name.

Forward a fax using dial by personal group

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 2 to forward the fax.
- 3 Press 3 to dial by personal group.
- 4 Enter personal group number or name.
- 5 To dial by group name, press 2, and then enter the first 3 characters of your party's last name.

Forward a fax using dial by personal contact

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 2 to forward the fax.
- 3 Press 4 to dial by personal contact.
- 4 Enter the first 3 characters of your party's last name.
- 5 Press 4 to dial by personal contact, and then enter the first 3 characters of your party's last name.

Forward a fax and attach a voice comment

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 2 to forward the fax.
- 3 Enter the extension, or dial by name.
- 4 Press 2 to record a voice comment and attach to the original fax.

Forward a fax and set the priority

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 2 to forward the fax.
- 3 Enter the extension or dial by name¹.
- 4 Press 1 to send now.
- 5 Select the level of priority you wish to attach to this fax:

High	1
Low	2
Normal	3

Skip to the next fax

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 3 to skip to the next fax.

Receive the current fax

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 4 to receive current fax.
- 3 Enter the phone number of the fax machine where you wish to receive the fax, followed by #.

Delete the current fax and all other faxes with the same subject*

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 7 to delete the current fax.
- 3 Press 1 to delete all other faxes with the same subject.

Delete the current fax and all other faxes addressed to the same recipient list*

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 7 to delete the current fax.
- 3 Press 2 to delete all other faxes addressed to the same recipient list.

Play envelope information

- 1 Access your mailbox, enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 Press 8 to play the envelope information of the current fax message.

** These options are silent and do not contain spoken prompts.*

Manage faxes from your Communité Inbox

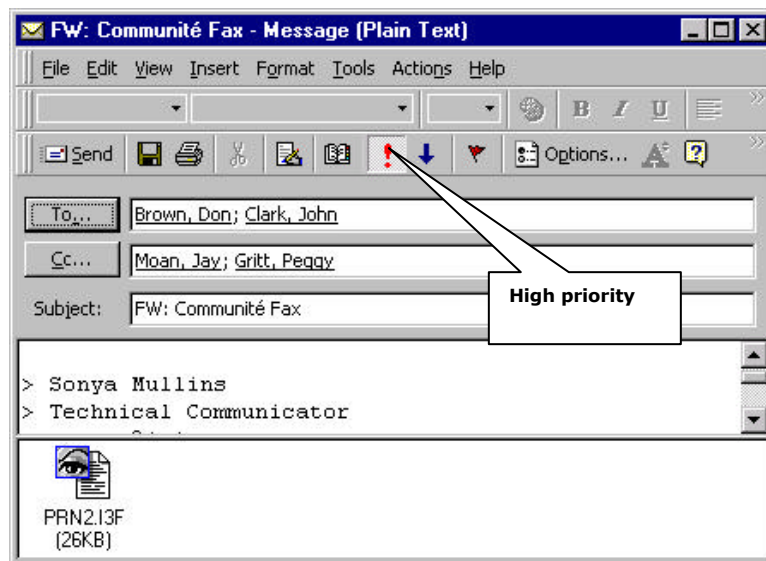
You can manage faxes through your Communité Inbox. Ask your administrator if this feature is available.

Because your fax appears in your email inbox, you can manage a fax much in the same way as an email message.

You can perform such tasks as deleting, forwarding, setting a priority.

Forward a fax by email and set the priority

- 1 Open your desktop email client and double-click the email containing the fax.
- 2 Select forward and choose an email recipient. In this example, the email priority is set to high.



You can forward a fax through your Communité Inbox and set the priority.

Reply to the fax

- 1 Open your desktop email client and double-click the fax message to open it.
- 2 From the menu, choose Actions and Reply.
- 3 Change the To: field to reflect the recipients email address. The email form attaches the fax to the message.
- 4 Type your message to the recipient.
- 5 Click Send.

Forward faxes to other email recipients

- 1 Open your desktop email client and double-click the fax message to open it.
- 2 Click the Forward button to open the email form. The email form attaches the fax to the message.
- 3 Enter the recipients' names.
- 4 Click Send.

Manage Email

This section describes many features including listening to, saving, forwarding, replying to, and deleting email. You can access these email features from the telephone, or from the Communité Personal Settings web page.

On the Communité Main Menu, Manage Email is Option 3. The next options are Listen to New (1) or Saved (2) Email.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Commands and features available at all times

At any time while the system is playing your messages, you can press these keys to perform the following commands:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind current message	5
Fast forward 6 seconds	6
Delete this message, play next	7
Play envelope information	8

Access your email

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter # to complete the passcode.
- 4 Enter 3 to manage email.
- 5 Press 1 to listen to new email, or press 2 to listen to saved email.

Save an email message

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 1 while listening to the email message or after the system finishes playing the message.

Delete an email message

- 1 Access your mailbox , enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 7 while listening to the email message or after the system finishes playing the message.

Forward an email to an extension

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 2 to forward the email.
- 3 Enter the Communité extension followed by #. You can enter multiple extensions each followed by #, and end the list by ##.

Forward an email using dial by name

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 2 to forward the email.
- 3 Press 2 to dial by name.

Forward an email mail using dial by personal group

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 2 to forward the email.
- 3 Press 3 to dial by personal group.
- 4 Enter personal group number or name.

- 5 To dial by group name, press 2, and then enter the first 3 characters of your party's last name.

Forward an email using dial by personal contact

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 2 to forward the email.
- 3 Press 4 to dial by personal contact.
- 4 Enter the first 3 characters of your party's last name.
- 5 Press 4 to dial by personal contact, and then enter the first 3 characters of your party's last name.

Forward an email and set the priority

- ❶ Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- ❷ Press 2 to forward the email.
- ❸ Enter the extension, or dial by name¹.
- ❹ Press 1 to send now.
- ❺ Select the level of priority you wish to attach to this message:

High	1
Low	2
Normal	3

Forward an email and attach a voice comment

- ❶ Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- ❷ Press 2 to forward the email.
- ❸ Enter the extension, or dial by name.
- ❹ Press 2 to record a voice comment and attach to the original email.

Skip to the next email

- ❶ Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- ❷ Press 3 to skip to the next email.

Replay the current email

- ❶ Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- ❷ Press 4 to replay the current email.

Reply to the current email using voicemail

- ❶ Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- ❷ Press 5 to reply to the email sender.
- ❸ Record your message then press 1 for options. Your options are:

Send	1
Review	2
Rerecord	3
Set Priority	4
Cancel and return	*

Play the text in the message body of the email

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 6 to listen to the text portion of the email message. The system cannot read graphics or attachments.

Delete the email and play the next message

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 7 to delete the current email and begin playing the next message.

Delete the current email and all other messages with the same subject*

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 7 to delete the current email.
- 3 Press 1 to delete all other email messages with the same subject.

Delete the current email and all other emails addressed to the same recipient list*

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 7 to delete the current email.
- 3 Press 2 to delete all other email messages addressed to the same recipient list.

Play the envelope information

- 1 Access your mailbox, enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
- 2 Press 8 to play the envelope information of the current email message.

** These options are silent and do not contain spoken prompts.*

Send Voicemail

Communité lets you record voicemail messages for other Communité users or external callers. If you call a user's extension and the call is unanswered (the user is on the phone, or the extension is forwarded to voicemail), you can leave a voicemail. You can also leave a voicemail without speaking to the user.

Communité retrieves caller identification information, if it is available from the White Pages file, and includes it in the voicemail form. This allows you to see immediately who left a voicemail message.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Access the Send Voice Mail menu

- ❶ Dial the Communité system number.
- ❷ Enter your mailbox number and passcode.
- ❸ Enter # to complete the passcode.
- ❹ Enter 4 to send voicemail.

Create a voicemail and send to one or more extensions

- ❶ Access the Send Voicemail menu.
- ❷ Press 2 to dial by name.
- ❸ Enter the Communité extension followed by #. Enter multiple extensions each followed by #, and end the list by ##.

- ❹ Record your message then press 1 for options. Your options are:

Send	1
Review	2
Rerecord	3

- ❺ When you choose to set the level of priority of your message, you can select from these three options:

High	1
Low	2
Normal	3

Create a voicemail and send it to a personal group

- 1 Access Send Voicemail menu.
- 2 Press 3 to dial by personal group.
- 3 Enter the personal group extension followed by #. Enter multiple extensions each followed by #, and end the list by ##.
- 4 To dial by group name, press 2, and then enter the first 3 characters of your party's last name.
- 5 Communité prompts you if more than one group with the same number exists. For example, if Sales-East and Sales-West share the same group number, you will hear this prompt: "Several groups match that entry. To select Sales-East, press 1. To select Sales-West, press 2."

Create voicemail and send it to personal contacts

- 1 Access Send Voicemail menu.
- 2 Press 4 to dial by personal contact.
- 3 Enter the first three characters of the contact's last name. You can enter multiple extensions each followed by #, and end the list by ##.
- 4 Communité prompts you if multiple matches for personal contacts exist. You will hear a list of people who have the same names and can choose from the available options.

For example, if two contacts have Smith as a last name, you will hear "Several people match that entry, for Sue Smith, press 1, for Doug Smith, press 2."

Create a voicemail from the Outlook toolbar

- 1 On the Voicemail Outlook toolbar, click the New / VM. The Interactive Voice Message window opens.
- 2 In the To:, Cc:, and Bcc: fields, add or edit the recipient names.
- 3 Click the Record button or open the Insert menu and choose Recording. In the Record Message dialog box, choose the recording method:
 - To record your message using a computer microphone, click the Use My PC Microphone radio button.
 - To record your message from your telephone extension, click the Call My Extension radio button.
 - To record your message from a remote telephone number or from another Communité extension, click the Call this phone number radio button and enter the phone number or extension in the field below it.

-
- 4 Click the Record button ({bmct RemoteRecord.bmp}) and begin recording your message into your PC microphone, or follow the prompts from your telephone handset to record your message.
 - 5 When you finish recording your message, click the Stop button and then click the OK button to return to the Interactive Voice Message window.
 - 6 Click the Send button.

Manage Personal Options

This section describes many features including setting your user status, setting a forwarding fax number, changing your passcode, setting playback options, and managing many other options.

You can access these features from your telephone, or from the Communité Personal Web Settings web page. Nine sub-menus exist under Option 5:

Set User Status	1
Manage Follow Me	2
Activate and Deactivate Rules	3
Manage Personal Prompts	4
Administrative Options	5
Manage Deleted Messages	7

Access the Manage Personal Options menu

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter # to complete the passcode.
- 4 Enter 5 to manage personal options.

Set your status

The first sub-menu under Manage Personal Options is Option 1, Set User Status.

- 1 Access the Manage Personal Options menu.
- 2 Press 1 to set your user status.
- 3 Press the number that corresponds with your status.

Choose from the following available status types:

Available	1
At Lunch	2
Away from Desk	3
Do Not Disturb	4
Gone Home	5
In a Meeting	6
On Vacation	7
Out of the Office	8
Out of Town	9
Working at Home	10



Depending on the status you choose, you may have the option to set the date, time or both.

Some statuses also offer the Until Date. If the date and/or time exceeds the time you specify in the Until field, Communité will not play the date and time to the caller when it plays your status.

Manage Follow Me

The second sub-menu under Manage Personal Options is Option 2, Manage Follow Me.

The Follow Me feature enables Communité to route your calls to you at a number or numbers that you specify, depending on your status. Follow Me numbers are associated with your availability status.

If you change your status, you can direct calls to follow you to a phone number or a series of phone numbers you specify in your User Profile of the Communité Personal Settings page. You manage these phone numbers over the telephone or through the Communité Personal Settings page.

This section shows you the options available to manage the Follow Me feature over the phone, and later you'll see how to manage these options over the Web.

Set up Follow Me routing

- 1 Access the Manage Personal Options menu.
- 2 Press 2 to manage Follow Me. Choose from these options:

Turn Follow Me routing on or off	1
Listen to current configuration options	2
Add a telephone number	3
Edit a telephone number	4
Delete a telephone number	5
Activate or deactivate Call screening	6

- 3 If you choose Option 3, add a telephone number:
 - Enter telephone number.
 - Enter the number of seconds you want the system to alert the entry.
 - Press 1 to turn passcode verification on, or press 2 to turn it off.

Activate and deactivate rules

The third sub-menu under Manage Personal Options is Option 3, Activate and Deactivate Rules. You can listen to and turn off or on the call, fax, and voice interaction rules you have set up in the Commun   Personal Settings page. The next section covers these personal-setting features.

- 1 Access the Manage Personal Options menu.
- 2 Press 9 from the Manage Personal Options menu to activate or deactivate your rules.
- 3 Press 1 while listening to a rule to turn it on or off.

Manage personal prompts

The fourth sub-menu under Manage Personal Options is Option 4, Manage Personal Prompts. You can record your voicemail greeting and name prompt, and turn your prompt on and off through this sub-menu.

- 1 Access the Manage Personal Options menu.
- 2 Press 4 to manage your personal prompts. Choose from these personal prompt features:

Record voicemail greeting	1
Listen to your voicemail greeting	2
Record you name	5
Listen to your name prompt	6
Toggle greeting on or off	9

You will only hear Options 2, 6, and 9 if the prompt exists, which means you have already recorded the respective prompt.

While you are in this sub-menu, you can jump between the options. For example, you may wish to record your name (press 5), and then listen to your name prompt (press 6).



When recording greetings, you should include the options available to the caller, such as, “Press 6 to send a fax”.

Administrative Options

The fifth sub-menu under Manage Personal Options is Option 5, Administrative Options. You can manage your personal groups, set fax options, change your passcode, and other options. There are five administrative options available to you:

Personal Groups	1
Fax Options	2
Passcode	3
Playback Options	4
Notification Options	5

Personal Groups

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 1 to manage personal Groups.
- 3 To review personal groups, press 1.
- 4 To add a new personal group, press 2.
- 5 To delete a personal group, press 3.

Fax Options

The second sub-menu under Administrative Options is Option 2, Fax Options.

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 2 to set your fax options.
- 3 Press 1 to enter the number where you wish to forward your incoming faxes. Communité will prompt you for the fax number.
- 4 Press 2 to turn the fax-forwarding feature on. Press 2 again to turn fax forwarding off. This feature acts as a toggle switch.

Change your Communité passcode

The third sub-menu under Administrative Options is Option 3, Change Communité Passcode. You can change your passcode anytime.

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 3 to change your passcode.
- 3 Enter your old passcode.
- 4 Enter your new passcode followed by #. A valid passcode is 1 to 10 characters. Enter your new passcode once more to confirm.

Set message playback options

The fourth sub-menu under Manage Personal Options is Option 4, Set Playback Options. Setting these options defines the way the system plays back your messages when you retrieve them.

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 4 to set your playback options.
- 3 Press 1 to set the message playback mode.
- 4 Press 1 for Verbose, or 2 for Brief.

Sort messages

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 4 to set your playback options.
- 3 Press 2 to sort your messages.
- 4 Press 1 for Oldest first, or 2 for Newest first.

Play high priority messages

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 4 to set your playback options.
- 3 Press 3 to play high priority messages first.
- 4 Press 1 to Activate, or 2 to Deactivate.

Play mailbox greeting

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 4 for playback options.
- 3 Press 4 to play mailbox extension greeting.
- 4 Press 1 to Activate, or 2 to Deactivate.

Play current status greeting

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 4 to set your playback options.
- 3 Press 5 to play current status greeting.
- 4 Press 1 to Activate, or 2 to Deactivate.

Configure available message types

This option turns off the series of prompts associated with a message type such as email. The feature does not prevent you from listening to messages of that type when the prompts are turned off.

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 4 to set your playback options.
- 3 Press 6 to configure available message types.
- 4 Press 1 for Voicemail, 2 for Fax, or 3 for Email.
- 5 Press 1 to Activate, or press 2 to Deactivate.

Configure available saved message types

- 1 Access the Manage Personal Options menu and press 5 to manage Administrative options.
- 2 Press 4 to set your playback options.
- 3 Press 7 to configure available saved message types.
- 4 Press 1 for Voicemail, 2 for Fax, or 3 for Email.
- 5 Press 1 to Activate, or press 2 to Deactivate.

Manage deleted messages

The seventh sub-menu under Manage Personal Options is Option 7, Manage Deleted Messages. You can manage deleted voicemail, faxes, and email through this sub-menu.

The features on this sub-menu work much in the same way as working with new or saved messages. The options available are almost identical with only a few options removed. To verify the available options on the Manage Deleted Messages sub-menu, see the *Communité Quick Reference Guide*.

Access your Calendar

You can use Communité to gain access to your Calendar. This section describes how to retrieve a list of appointments you set in your email client (e.g. Outlook) calendar via the telephone.

On the Communité Main Menu, Access Your Calendar is Option 6. Next, you can choose to listen to appointments for the current date, or you can choose to listen to appointments for a specific date.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Listen to appointments

- ❶ Dial the Communité system number.
- ❷ Enter your mailbox number and passcode.
- ❸ Enter # to complete the passcode.
- ❹ Enter 6 to access your calendar.
- ❺ To listen to today's appointments, press 1 followed by #.
- ❻ To listen to appointments for a specific date, enter the two-digit month, the two-digit date, and the two-digit year.

Access another mailbox folder

This feature allows you to call the system using your telephone and gain access to other Inbox subfolders. By default, your Inbox is always opened upon entering the system. When you press 8 from the main menu, Communité queries all subfolders in your Inbox and creates a dynamic menu for these subfolders.

Communité also creates menu options to access Sent Items and Deleted Items. These options are created after Communité creates menu options for the other Inbox subfolders.

The menu options may vary, depending on the number of subfolders created below your Inbox folder. You can press 0 at any time to return to the Inbox.

For example, assume you have three subfolders beneath your Inbox: Administration, Personal, and Support.

After you press 8 from the main menu, Communité presents you with the following dynamic menu:

Administration	1
Personal	2
Support	3
Sent Items	4
Deleted Items	5
Return to Inbox	6

You can follow these prompts to access your custom subfolders, Sent Items folder, or your Deleted Items folder.

Place a Call

This section describes how to use Communité to place telephone calls. Communité can dial a telephone number you specify, and can look up and dial a telephone number it retrieves from a list of Communité users or your personal contacts.

On the Communité Main Menu, Place a Call is Option 9. Next, you can enter the telephone number to call, or you can choose to dial by name or by personal contact.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Place a call

- ❶ Dial the Communité system number.
- ❷ Enter your mailbox number and passcode.
- ❸ Enter # to complete the passcode.
- ❹ Enter 9 to place a call, then enter the telephone number you want to call, followed by #.
- ❺ To dial by name, press 2, then enter the first three characters of your party's last name.
- ❻ To dial by personal contact, press 4, then enter the first three characters of your party's last name.

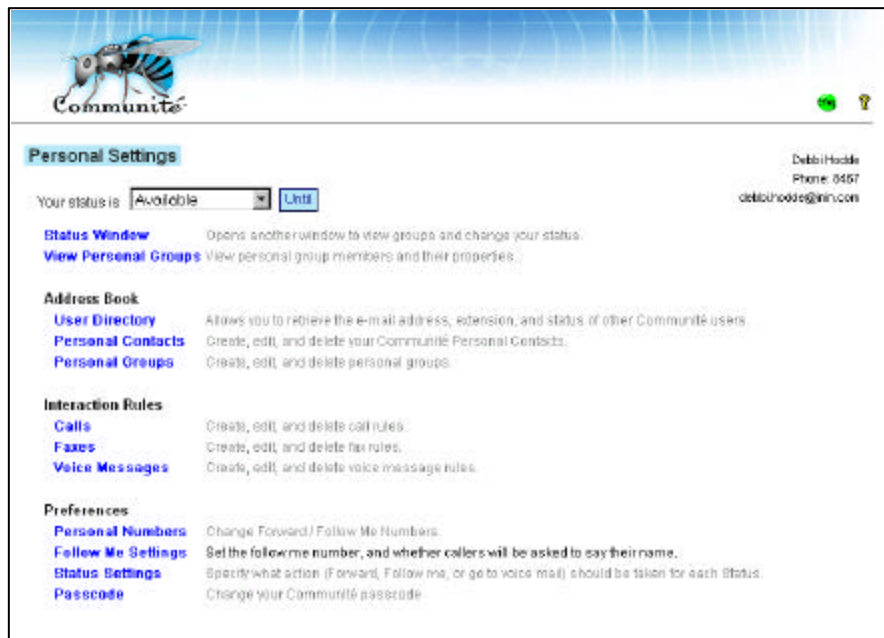
Communité Personal Settings

This section lists the features available to you through the Communité Personal Settings Web interface shown on the right.

You can change your user status, change your profile and phone numbers, activate call screening, manage Follow Me, create and view personal groups, change your passcode, and manage your interaction rules.



For more information on how to use the Communité Personal Settings, click the help link.



The main page of Communité Personal Settings Web interface shows you the many features available.

Set your status

Your status allows you to select how you want your calls handled. You can change your status from the main Communité Personal Settings page, or by clicking the **Until** button and setting your status from the Communité Until Settings window.

Set your status from the Personal Settings page

To set your status without setting an end date and/or time for the status:

- 1 Open the Communité Personal Settings page.
- 2 Click the arrow at the end of the **Your status is** drop down list and choose your status.

Set your status and specify a return date and time

Some statuses, such as **Out of the Office**, let you specify an end date and/or time. To set the status and set an end date or time for the status:

- 1 Open the Communité Personal Settings page.
- 2 Click the **Until** button, and in the Communité Until Settings window, click the arrow at the end of the Status drop down list and choose your status.
- 3 Place a checkmark in the Date box, click the arrow at the end of the Date drop down list, and choose a date.
- 4 Place a checkmark in the Time box, click the arrow at the end of the Time drop down list, and choose a time.
- 5 Click the OK button.

Status Window

By clicking the Status Window link, you can open another window to view your status or search for other Communité users.

View information about other Communité users

- 1 Open the Communité Personal Settings page.
- 2 Click the Status Window link. Your current status appears at the top of the window.
- 3 To search for other Communité users, type all or part of the user's first name in the First Name field or type all or part of the user's last name in the Last Name field.
- 4 Click the Find button. Communité returns the first 50 matches, and provides the user's phone number, fax number, status, and email address. If you didn't find the user you wanted to view, try narrowing your search.

View Personal Groups

The Communité Personal Settings page provides a quick view of your personal groups.

- 1 Open the Communité Personal Settings page.
- 2 Click the View Personal Groups link.
- 3 Click a personal group to view the name and extension of the group and all associated members and their statuses.

Address Book

The Address Book section shows you how to search for other Communité users and manage your personal contacts and personal groups.

Communité **Personal Contacts** allow you to add non-Communité users to Communité in order to dial personal contacts and add them to personal groups. If you have created personal contacts from the Communité Personal Settings, you can add them to any of your personal groups from the Communité Personal Settings page or the telephone.

If you send messages to the same group of Communité users and/or personal contacts regularly, **personal groups** can save time. You create the groups by assigning as many Communité users and/or personal contacts as you desire to a group extension.

Communité personal groups help you:

- Create personalized groups of Communité users and personal contacts in order to broadcast voice messages to these people.
- View the statuses of the Communité users associated to your groups.

From the Communité Personal Settings web page, you can create, edit, and remove your personal groups. From the telephone, you are able to broadcast a message to a group, where the message is sent to all members of the group.

User Directory

The User Directory allows you to search for other Communité users. This is a useful tool to help locate phone numbers, email, and statuses of other users.

- ❶ Open the Communité Personal Settings page.
- ❷ Click the Status Window link, or click User Directory from the Address Book section. Your current status appears at the top of the window.
- ❸ To search for other Communité users, type all or part of the user's first name in the First Name field, or type all or part of the user's last name in the Last Name field.
- ❹ Click the Enter button. Communité returns the first 50 matches, and provides the user's phone number, fax number, status, and email address.

Create a Personal Contact

The Communité Personal Contacts page allows you to create new personal contacts.

The steps below describe how to create a personal contact.

- ❶ Open the Communité Personal Settings page.
- ❷ Click the Personal Contacts link.
- ❸ To add a personal contact:
 - Click Create and add the last and first name of the contact.
 - Select the type of email from the drop down list.
 - Enter the contact's email address, phone, and fax number.
 - Click the OK button.

Edit a Personal Contact

- ❶ Open the Communité Personal Settings page.
- ❷ Click the Personal Contacts link.
- ❸ Highlight or double-click the personal contact to edit information for this person.
- ❹ From the Edit Contact dialog, you can change or add a name, email, or other properties.
- ❺ Click OK to apply changes and return to the Communité Personal Contacts page.

Delete a Personal Contact

- ❶ Open the Communauté Personal Settings page.
- ❷ Click the Personal Contacts link.
- ❸ Highlight the personal contact you want to delete.
- ❹ Click the Delete button to remove the personal contact.
- ❺ Click OK to return to the Communauté Personal Settings page.

Create a Personal Group

- ❶ Open the Communauté Personal Settings page.
- ❷ Click the Personal Groups link.
- ❸ To add a personal group:
 - On the Manage Communauté Personal Groups page, click the Create button. The Personal Group page opens.
 - In the Name field, add a name for the Personal Group.
 - In the Number field, add a number for the Personal Group.

❹ To add contacts to the Personal Group:

- Click the Add button to search for the Communauté Users and personal contacts you want to be members of this group. The Add Group Member dialog box opens.
 - Enter the first or last name of the personal contact you wish to add and click the Find button.
 - Highlight the personal contacts and use the arrows between the Found and Add areas to add or remove users for your personal group.
 - Click the OK button to add the contact to your personal group and return to the Personal Group page.
- ❺ Click the OK button to return to the Manage Communauté Personal Groups page.

View a personal contact's properties

From the Personal Group page, you can double-click or highlight a contact in the Members list box and click the Properties button to view his or her properties.

- 5 Click OK to apply changes to the group and return to the Manage Communauté Personal Groups page.
- 6 Click OK to return to the Communauté Personal Settings page.

Edit a Personal Group

- 1 Open the Communauté Personal Settings page.
- 2 Click the Personal Groups link.
- 3 On the Manage Communauté Personal Groups page, click the personal group you want to edit. The Personal Group page opens.
- 4 Edit the name or number of the group and/or add or delete members.

Delete a Personal Group

- 1 Open the Communauté Personal Settings page.
- 2 Click the Personal Groups link.
- 3 Highlight the personal group you want to delete.
- 4 Click the Delete button.

Interaction Rules

Rules are special exceptions you can use to personalize your account and make yourself available to receive various interactions. You can set rules for different types of interactions including calls, faxes, and voice messaging. Communité handles incoming calls based on the way you have set up rules, and applies the rules in the order in which they are listed on the rules page.

If you do not have a rule set up for handling a particular incoming call, the default for every status is to play your voicemail greeting if you have recorded and activated one.

The name prompt will either play back using the text-to-speech (TTS) engine or in your voice.

When recording greetings, you should include the options available to the caller, such as to press 6 to send a fax, etc.

Add Call Rules

- ❶ Open the Communité Personal Settings page.
- ❷ Click the Calls link in the Interaction Rules section. The Manage Calls page opens.
- ❸ Click the New button to add a call rule. The Interaction Call Rule page opens.
- ❹ Set up the Call Rule:
 - Enter the Name of the rule, such as Spouse.
 - To activate the call rule, place a checkmark in the Enabled box.
 - Select the Conditions you want the rule to have. Conditions define what status, time, and/or incoming phone number you want the rule to apply.

- Select the Actions you want the rule to have. Actions determine how the call will be handled when it meets the conditions you defined.

- ❺ You will be informed if you have selected the following in regards to Actions:
 - If you have conflicting actions.
 - If you choose only Stop Processing More Rules.
 - If you do not enter information in the Notify and/or Auto Reply text boxes.
- ❻ Click OK to add the Call Rule and return Manage Call Rules page.

Delete or change the order of Call Rules

- 1 Open the Communauté Personal Settings page.
- 2 Click the Calls link. The Manage Calls page opens.
- 3 To delete a call rule:
 - Highlight the rule you want to delete.
 - Click the Delete button.
- 4 To change call rules order:
 - Click the Change Order button. The Communauté Order Rules dialog box opens.
 - Highlight the rule you want to move and use the Up and Down arrows next to the Rules area to change the order of the call rules.
 - Click the OK button.

Add Fax Rules

- 1 Open the Communauté Personal Settings page.
- 2 Click the Faxes link. The Manage Faxes page opens.
- 3 Click the New button to add a fax rule. The Interaction Fax Rule page opens.
- 4 Set up the Fax Rule:
 - Enter the Name of the rule.
 - To activate the call rule, place a checkmark in the Enabled box.
 - Select the Conditions you want the rule to have. Conditions define what status, time, and/or incoming fax number you want the rule to apply.

- Select the Actions you want the rule to have. Actions determine how the fax will be handled when it meets the conditions you defined.

- 5 You will be informed if you have selected the following in regards to Actions:
 - If you have conflicting actions.
 - If you choose only Stop Processing More Rules.
 - If you do not enter information in the Notify text box.
- 6 Click OK to add the Fax Rule and return Manage Fax Rules page.

Delete or change the order of Fax Rules

- ❶ Open the Communité Personal Settings page.
- ❷ Click the Faxes link. The Manage Faxes page opens.
- ❸ To delete a fax rule:
 - Highlight the rule you want to delete.
 - Click the Delete button.
- ❹ To change the order of fax rules:
 - Click the Change Order button. The Communité Order Rules dialog box opens.
 - Highlight the rule you want to move and use the Up and Down arrows next to the Rules area to change the order.
 - Click the OK button.

Add Voice Message Rules

- ❶ Open the Communité Personal Settings page.
- ❷ Click the Voice Messages link. The Manage Voice Messages page opens.
- ❸ Click the New button to add a Voice Message rule. The Interaction Voice Messages Rule page opens.
- ❹ Set up the Voice Message Rule:
 - Enter the Name of the rule.
 - To activate the voice messages rule, place a checkmark in the Enabled box.
 - Select the Conditions for the rule. Conditions define what status, time, and/or incoming phone number you want the rule to apply.

- Select the Actions you want the rule to have. Actions determine how the voice message will be handled when it meets the conditions you defined.
- ❺ You will be informed if you have selected the following in regards to Actions:
 - If you have conflicting actions.
 - If you choose only Stop Processing More Rules.
 - If you do not enter information in the Notify text box.
 - ❻ Click OK to add the Voice Message Rule and return Manage Voice Message Rules page.

Delete or change the order of Voice Message Rules

- ❶ Open the Communauté Personal Settings page.
- ❷ Click the Voice Message link. The Manage Voice Message page opens.
- ❸ To delete a message rule:
 - Highlight the rule you want to delete.
 - Click the Delete button.
- ❹ To change the order:
 - Click the Change Order button. The Communauté Order Rules dialog box opens.
 - Highlight the rule you want to move and use the Up and Down arrows next to the Rules area to change the order.
 - Click the OK button.

Preferences

This section provides procedures for common user configuration tasks that you might need to perform using Communité.

Understanding Personal Numbers

The Personal Numbers link contains your personal information and allows you to set up Forward and Follow Me phone numbers to which you want Communité to route faxes and telephone calls.

Personal information is pulled from the Active Directory where your System Administrator has added it. The personal information pulled from the Active Directory is "read-only", and includes information such as your name, office number/fax, email, and status.

Set up your Fax Forward number

- 1 Open the Communité Personal Settings page.
- 2 Click the Personal Numbers link. Your profile page opens.
- 3 In the Fax Forward Options area, place a checkmark in the Enable Forward Fax box.
- 4 In the Forward to field, type the telephone number to which you want Communité to forward your faxes.
- 5 Click the OK button to return to the Communité Personal Settings page.

Set up your Forward or Follow Me numbers

- 1 Open the Communité Personal Settings page.
- 2 From the Preferences section, click the Personal Numbers link. Your profile page opens.
- 3 Create your Follow Me/Forward settings:
 - In the Descriptions column of the Follow Me/Forward area, type a description of the Follow Me or Forward number; for example, Home.
 - In the Phone Number column, enter the phone number. The phone number does not require the hyphen.
 - To prevent an unauthorized person from answering your phone, place a checkmark in the Require Passcode box. The system prompts anyone answering your phone to enter your Communité password.

- In the Timeout column, set the Follow Me Timeout. Base the timeout on how many seconds you want the system to wait before trying to locate you at the next number on your list. If you do not enter a timeout, the system defaults to 30 seconds.
 - Click the More button to provide one line at a time to add additional phone numbers.
- 4 Click the OK button to return to the Communité Personal Settings page.

Edit or delete your Forward or Follow Me numbers

- 1 Open the Communité Personal Settings page.
- 2 Click the Personal Numbers link. Your profile page opens.
- 3 Place the cursor in the field you want to change. Make the change and click OK to process the change.
- 4 To delete the entire entry in telephone table, click the delete link at the end of the entry.

Understanding Follow Me Settings

Follow Me services provide more sophisticated management of calls when users are not at their desks. Communité dials a predefined set of numbers to locate you if your Status setting or rule is configured to "Follow Me." When you set a specific status, for example, Gone Home, you can configure Communité to forward calls to other phone numbers, such as a cell phone, a home number, an alternative office, or a colleague's number.

Follow Me numbers are associated with your availability status. You manage this list of phone numbers in your Personal Information.

Define your Follow Me phone numbers

- 1 Open the Communité Personal Settings page.
- 2 Click the Follow Me Settings link. The Follow Me page opens.
- 3 To require users to record their names when Communité activates the Follow Me feature, place a checkmark in the **Yes, I want callers to be prompted to record their names when the follow me feature is activated** box.
- 4 In the Follow Me Phone Numbers area, from the drop down menu choose a phone number to route your calls when your current status is set to Follow Me.
- 5 Click OK to return to the Communité Personal Settings page.

Status Settings

Status settings allow you to specify what action should be taken for each Status.

(At Lunch, Available, etc.). The actions available for each status are Forward, Follow Me, or go to voicemail. This status setting determines how you want the calls routed when that status is selected.

- 1 Open the Communité Personal Settings page.
- 2 Click the Status Settings link. The Status settings page opens.
- 3 From the **When my status is** area, use the drop down menu to select an action for each listed status. All calls route to voicemail by default.
- 4 Click OK to return to the main Personal Settings page.

Passcode

Use this page to change your passcode, which is used for telephone access.

- ❶ Open the Communauté Personal Settings page.
- ❷ Click the Passcode link. The Change your Communauté passcode page opens.
- ❸ In the Old Passcode field, enter your old passcode.
- ❹ In the New Passcode field, enter your new passcode. Valid characters are alphanumeric (A-Z and 0-9) limited to ten. The alphabetical characters are not case-sensitive.
- ❺ In the Confirm Passcode field, retype the new passcode.
- ❻ Click the OK button to return to the main Personal Settings page.

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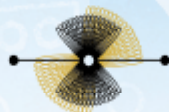
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